Cox Business®

COX DIGITAL TELEPHONE® VOICE MAIL

Everything you need to know about Cox Voice Mail service.

Dear Customer:

We appreciate your business and the trust you place in us as your provider of digital telephone service. It is our goal to make your experience with Cox Voice Mail service excellent in every way.

This booklet is your complete guide to setting up, using and managing your voice mail service. Inside you'll find clear descriptions and directions for using all the robust features Cox Voice Mail offers. As functional as it is versatile and flexible, Cox Voice Mail was built with the business user in mind, and we trust you'll find all the advantages the system offers helpful in maximizing your productivity and efficiency.

You'll also find a handy Quick Reference Guide you can keep in your wallet or by your desk for quick tips and instructions on how to use your service.

All the products we provide, from Cox Digital Telephone® service to Cox Business Internet,℠ Cox Optical Internet,℠ and Cox Commercial Cable service, are backed by one of the nation's largest fiber-optic networks. Delivering the most advanced communications to millions of customers reliably and consistently is our unwavering goal at Cox. And we're happy you're one of the many valued customers we're privileged to serve day in and day out.

If there is any way we can make your user experience even better, don't hesitate to call us. You can reach us at the numbers listed below or visit us anytime on the web at www.coxbusiness.com.

From all of us at Cox Business, our sincere thanks for choosing us as your communications partner!

AR - NW Arkansas	800-620-6196	KS - Topeka	800-620-6196
AZ - Phoenix	623-322-2000	KS - Wichita	316-858-4227
AZ - Tucson	800-929-5118	LA - Baton Rouge	225-615-2000
CA - Orange County	949-546-2020	LA - Lafayette	888-215-8447
CA - San Diego	619-269-2000	LA - New Orleans	504-304-1700
CA - Santa Barbara	805-683-0059	NE - Omaha	402-934-6000
CT - Manchester	860-432-6000	NV - Las Vegas	702-507-2000
FL - Central Florida	866-272-5777	OH - Cleveland	216-535-3344
FL - Ft. Walton Beach	850-796-0394	OK - Oklahoma City	405-600-6333
FL - Pensacola	850-478-1269	OK - Tulsa	918-806-6079
GA - Macon	478-784-5131	RI - Rhode Island	401-383-6100
IA - Council Bluffs	402-934-6000	VA - Hampton Roads	757-369-6500
ID - Sun Valley	866-272-5777	VA - Northern Virginia	866-272-5777
KS - Salina	800-620-6196	VA - Roanoke	540-777-7373

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Business-Grade Service for Your Important Messages

Cox Voice Mail is the business-grade message service of Cox Digital Telephone.® It's a feature-rich service that's versatile, flexible and functional for all users on the system. Cox Voice Mail offers user-friendly and helpful prompts, plus many personal options, saving you valuable time and promoting a high level of user efficiency and productivity.

We offer three Voice Mailbox options to meet the needs of your business:

Cox Standard Voice Mail

Cox Standard Voice Mail is easy to use, providing menu-driven voice prompts, which save valuable time. Features such as the ability to recover deleted messages, create group lists, and automatically return calls from within the voice mail system help users of the system be more efficient and productive.

Business Extension Mailbox

Cox Business Extension Mailbox option has one main mailbox and up to nine additional extension mailboxes, all reached from one primary phone number. Each extension mailbox allows for a separate greeting and private messages to be accessed with a unique, user-created password. When outside callers dial into your company, the main mailbox greets them with a professional announcement and presents them with the list of extension mailboxes for easy and direct access. Each sub-mailbox has a unique user-created password and a short eight-second greeting identifying the owner of the sub-mailbox.

Group (Multiple Number) Mailbox

Our Cox Group Mailbox option allows up to eight phone numbers to access one central mailbox. Each number will hear a single greeting, prompting the caller to leave a voice message in the central mailbox. This type of mailbox is convenient and cost-effective for a single user who wants to maintain separate numbers for several businesses, but wants to access all messages from one mailbox.

Cox Voice Mail — Getting Started

To activate your voice mail service, simply call your Cox Voice Mailbox Access number for your area listed below in the chart. You will then be guided through a tutorial that will assist you in creating your password, recording your name, and recording your personal greeting. If your mailbox has Fax Messaging, you also will be able to set up Fax Mail options at this time.

Voice Mail Access Numbers:

Location	Access Number
AR - NW Arkansas	
Bentonville	479-657-6245
Eureka Springs	479-363-6245
Fayetteville	479-445-6245
Ft. Smith	479-434-6245
Gravette	479-344-6245
Rogers	479-899-6245
Springdale	479-419-5245
Van Buren	479-262-6245
AZ - Phoenix	from area code 623: 322-6245
	from area code 602: 795-6245
	from area code 480: 699-6245
Tucson	520-207-7000
CA - Orange County	949-388-6245
Santa Barbara	805-845-6245
San Diego	from area code 619: 334-6245
	from area code 760: 444-6245
	from area code 858: 345-6245
CT - Connecticut	from area code 203: 439-6245
	from area code 860: 436-6245
FL - Ft. Walton Beach	850-226-6065
Gainesville	352-505-6065
Ocala	352-390-6265
Pensacola	850-791-6065
GA - Macon	478-257-6065
IA - Council Bluffs	
ID - Sun Valley	208-928-6245
KS - Salina	785-404-6245
Topeka	785-215-6245
Wichita	316-260-6245

LA -	Abbeville	337-385-2065
	Baldwin	337-578-6065
	Baton Rouge	225-223-6800
	Breaux Bridge	337-442-6065
	Crowley	337-250-4065
	Delcambre	337-490-6065
	Kaplan	337-285-6065
	Lafayette	337-412-6065
	Morgan City	985-221-6065
	New Iberia	337-256-5065
	New Orleans	504-304-6245
	Rayne	337-393-2065
	Saint Martinville	337-342-2065
OH -	Cleveland	216-712-6245
OK -	Oklahoma City	405-600-6245
	Broken Arrow	918-806-6065
	Coweta	918-279-6065
	Tulsa	918-728-6245
NE -	Omaha	402-932-6245
NV -	Las Vegas	702-445-MAIL (6245)
RI -	Rhode Island	401-270-6245
VA -	Hampton Roads	757-369-6245 or 757-321-6245
	Chesapeake	757-369-6245 or 757-321-6245
	Norfolk	757-369-6245 or 757-321-6245
	Portsmouth	757-369-6245 or 757-321-6245
	Virginia Beach	757-369-6245 or 757-321-6245
	Hampton	757-369-6245 or 757-969-6245
	Newport News	757-369-6245 or 757-969-6245
	Williamsburg	757-369-6245 or 757-969-6245
	Middle Peninsula	757-969-6245
	Roanoke	540-400-6457
	Middle Peninsula	757-969-6245
	Upper Peninsula (Hayes)	804-824-9245
	Northern Virginia	703-992-6245

Voice Mail Initial Setup

Your initial setup must be done from your Cox Digital Telephone line. If you have Caller ID block on your line, you will need to press * 8 2 prior to dialing the number to disable this feature for the initial setup call.

1. From your office phone associated with voice mail, dial the access code for your area starting on page 6.

2. Next, you will be prompted to enter your password. Your temporary password is "269266," or "COXCOM."

3. After entering your temporary password you will hear a greeting from Cox that says, "Welcome to your mailbox..." You will then be guided through a step-by-step tutorial that will help you to personalize your voice mailbox and create a new password.

Creating Your Password

Once you begin the tutorial, you will be prompted to create your own password. Your password can be between 4 and 7 digits in length. Try to create a new password that is easy to remember, but not easily guessed by others.

Take these steps to avoid unauthorized users from entering your mailbox:

1. Avoid using repetitive numbers (99999, 4444).
2. Avoid using sequential numbers (1234567, 2468).
3. Avoid using the last four digits of your telephone number, either in normal sequence or backward.
4. Increase the number of digits in your password (longer passwords are harder to break).
5. Change your password regularly.

Quick Access to Your Mailbox

After completing the initial setup process described above, you can reach your mailbox using any touch-tone phone from either inside or outside your office.

In Your Office

1. Dial your 10-digit Cox Digital Telephone number.
2. When prompted, enter your password.

Outside Your Office

Option 1

1. Dial your office telephone number. If dialing from outside your local calling area, you must first dial 1+ your area code.
2. When your greeting begins to play, interrupt it by pressing [*], and enter your password.

Option 2

1. Dial your Voice Mail Access Number: See chart on page 6. If dialing from outside your local calling area, you must first dial 1+ the area code.
2. The system will prompt you to enter your mailbox number. This is your 10-digit Cox Digital Telephone number.
3. When prompted, enter your password.

NOTE: During any mailbox functions, you can always return to the previous menu by pressing [*].

Voice Mail Main Menu At A Glance

The main menu of features available on your Cox Voice Mail system includes four sections: listening to messages, making and sending messages, creating personal greetings, and personal options. This guide offers you two ways to review specific information about each feature:

- You can review the information following the main menu organization below.
- Or, you can look up a specific feature in the index at the back of this guide to locate the information about that feature.

Here are the main voice mail sections and prompts:

Press	For This Function
[1]	Play or Listen to Messages
[2]	Record & Send Messages
[3]	Create Personal Greetings
[4]	Personal Options

Listening to Messages

Whenever you have new or unplayed messages in your mailbox, your office phone will feature a distinctive dial tone (stutter dial tone), or a message indicator light (depending on your particular telephone equipment) that alerts you to new messages.

Then from the Play Message function in the main voicemail menu, you'll be able to easily retrieve your new phone and fax messages, re-play, erase, and skip save messages, as well as reply and save messages. There are also options for playing back your messages and controls for slowing or speeding up the message.

Listening Controls During Message Playback

Press	For This Function
1	Replay last 6 seconds
1 1	Replay entire message
2	Pause playback (press again to resume playback)
3	Play 6 seconds ahead
3 3	Forward to end of message
5 5	Play time and date stamp
7 7	Delete message during playback
#	Skip message

Options After Listening to Messages

Press	For This Function
6	Redirect or copy a message to another mailbox
7	Delete a message
8	Reply to a message
8 8	Automatically make return call to message
9	Save a message
#	Skip this message and keep as new
* 3	Recover deleted messages before hanging up. Once you hang up you can't retrieve deleted messages.

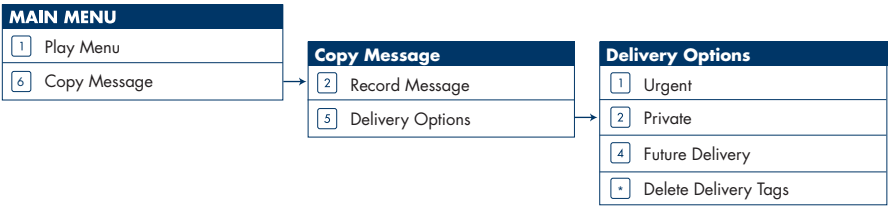
Additional Helpful Quick Keys

Here are some helpful tips when using the voice mail system. These can be used at any time. The system prompts will provide you with detailed instructions for all functions.

Press	For This Function
*	Back up/cancel a command
* *	Go to main menu
#	Terminate a command

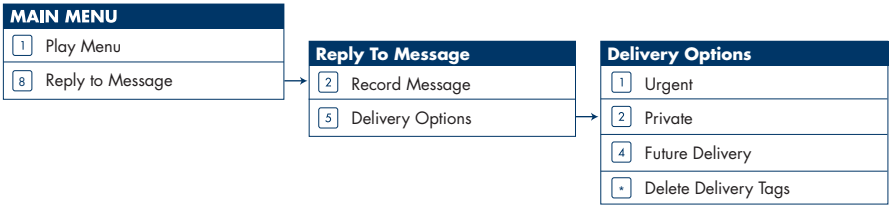
Copying (Forwarding) Messages to Another Person

After listening to a message, you may copy this message to another person by pressing 6 Copy message, and then 2 Record message. You may send this message immediately by pressing 9 Send message, or you may set up special delivery options by pressing 5 Delivery Options. Your choices are 1 Urgent, 2 Private, and 4 Future delivery. You can select any combination of these three options, including all three.



Reply to a Message

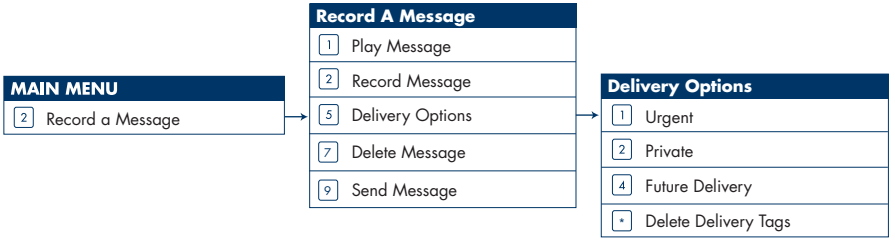
After listening to a message, you may reply to the person who left the message by pressing 8 Reply to message, and then 2 Record message. You may send this message immediately by pressing 9 Send message, or you may set up special delivery options by pressing 5 Delivery Options. Your choices are 1 Urgent, 2 Private, and 4 Future delivery. You can select any combination of these three options, including all three.



Recording and Sending Messages

Your Cox Voice Mail system makes creating and sending messages easy and user-friendly. When recording a message, you can pause or suspend the recording, cancel the message, or get help on how to send. In addition, Cox Voice Mail offers you many delivery options, from private delivery to priority and future delivery.

To record a message to be sent to another system mailbox, from 2 Record a Message menu, press 2 Record a Message. To send the message immediately, press 9 Send a Message. You may also choose to select several special delivery options, such as marking your message as "urgent", "private", and even scheduling the future delivery of your message by pressing 5 Delivery Options, and then press 1 for "Urgent", 2 for "Private", and 4 for Future Delivery.



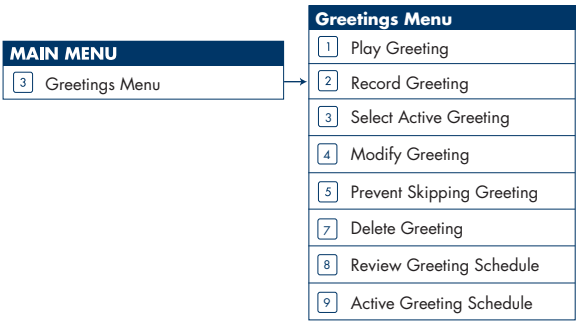
Personal Greetings

Your Cox Voice Mail system makes creating personal greetings easy and user-friendly. The Greetings menu allows you to create your main greeting that callers will hear when you are in the office. You may also create up to two additional greetings for when you are out of the office. You can even set up a greetings schedule that plays different greetings based on day of the week, and time of day.

To record a greeting, press 2 from the Greetings menu, and follow the prompts.

Creating Additional Greetings

To create additional greetings such as after hours, weekend, or extended absence greeting from the Greetings Menu, press 2 Record Greeting, and record your additional greeting. Then press 3 Select Active Greeting. At the prompt, select greeting #2. Greeting #2 is now your active greeting, and callers will hear this greeting until you select greeting #1 as your active greeting when you return to the office. To ensure that callers hear your greeting and know that you are not in the office, press 5 Prevent Skipping Greeting to prevent callers from skipping your extended greeting.



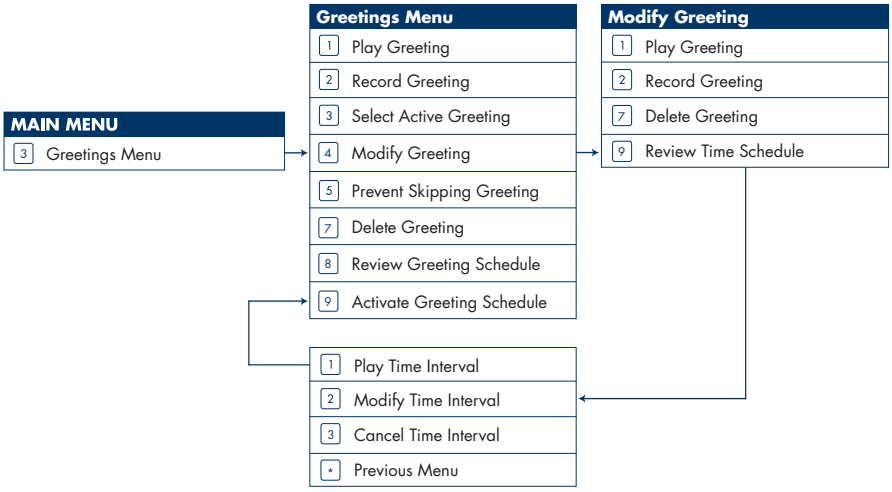
Creating a Greeting Schedule

The Cox Voice Mail system allows you to record various greetings that you can schedule to be played to callers at different days of the week and times of day. For example, Greeting #1 could be your normal greeting played between 8 am and 5 pm Monday through Friday. Greeting #2 could be an after hours greeting, played between 5 pm and 8 am the next morning. And Greeting #3 could be played on the weekends.

To create a greeting schedule, press 4 Modify Greetings, then press 1 Play Greeting. This should play Greeting #1, your active greeting. Next press 9 Review greeting time schedule, and then press 2 Modify greeting time. Follow the prompts to set the time schedule for Greeting #1.

Now you need to record Greeting #2. Press * to back up to the previous menu, which would be 4 Modify Greetings. Press 2 Record Greeting and record Greeting #2. Next press 9 Review greeting time schedule, then press 2 Modify greeting time, and follow the prompts to set the time schedule for Greeting #2.

The final step is to activate your Greeting Schedule. From the main Greetings Menu, press 9 Activate Greeting Schedule. You have activated your Greeting Schedule.



Personal Options (Fax not available in all markets)

The Personal Options section of your Cox Voice Mail system offers you many robust features. These include notification controls, personal preference options and many more. You can set up group distribution lists, get date and time playback, notify your pager, plus many other useful and functional tools. This section also includes fax-enabled options, such as fax printing.

Here are your options under the Personal Options Menu

Press	For This Function
1	Fax Options
2	Group Lists
3	Message Notification Options
4	Personal Preferences Options
5	Mailboxes Forwarding Options
7	Restrict Forwarding of Caller ID
8	Enable/Disable Bypass of Password

Fax Mail

Cox Fax Mail works like a personal fax machine. The fax feature allows people to send electronic images of faxes directly to your mailbox. You can print your faxes when and where you like — using any convenient fax device.

Setting Up Your Fax Mail Feature

- From the Personal Options Menu, press 1 to enter the Fax Options Menu.
- Press 1 to set or change your primary fax delivery number (enter number as 10 digits).
- Press 2 to set or change your secondary fax delivery number (enter number as 10 digits).
- Press 3 to enable/disable automatic fax delivery to either number.
    - Press 1 to have your faxes automatically sent to your primary fax number.
    - Press 2 to have your faxes automatically sent to your secondary fax number.

NOTE: If the fax number you select for auto delivery is the same number that you have the voice mail service on, the call will keep ringing into the voice mailbox and the fax will not be printed.

Group Distribution Lists

This Cox Voice Mail option (Option 2 in Personal Options Menu) allows you to set up various group distribution lists so that you can record and "broadcast" a message or copy a message to specific groups automatically, without having to individually address each person, resulting in significant time savings.

When you press 2 to create a group distribution list, you will be prompted to assign a one (1) or two (2) digit group list number for the group that you are about to create. You will then be prompted to record a name for the group, and to press # when done. Next you will be prompted to add the mailbox numbers or the number of another Group Distribution List. You may add up to 25 recipients to the group. When you have finished adding all of your mailbox numbers, press # to save your list.

To review your group lists, press 1 Review list directory. The Voice Mail system will tell you the number of group lists that you have created, and the number of recipients in each group list. To review the list of recipients in a group list, press 4 Modify list. You will be prompted to enter the group list number that you want to modify. After entering the group list number, the name of the group will be announced, and you will be given the following options:

Press 1 to add addresses to the list;
Press 2 to review addresses in list.

Pressing 2 will announce all of the addresses (telephone numbers or Group Lists) in the list. You may add addresses to the list by pressing 1, or delete addresses from the list by pressing 7. When you have completed your review of this list, press * to back up within the Access Group Lists menu. To exit the Group List menu entirely, press ** to go to the Main Menu.

NOTE: You can have a maximum of 15 Group Distribution Lists of up to 25 recipients each.

Message Notification Options

With Cox Voice Mail Message Notification option (Option 3 under the Personal Options Menu), you can be notified of new messages via pager, cell phone or another telephone number. From the Main Menu press 4 to get to the Personal Option menu, and then press 3 to get to the Message Notification options. Next, press 2 Modify Number to input the telephone number to which you wish the message notification to be sent. Next, press 3 to enable the message notification option, or 4 to enable message notification of Urgent only messages. Either option may be disabled by pressing 3 or 4 again, whichever had been enabled previously.

Personal Preferences Options

In the Personal Preferences Options (Option 4 under the Personal Options Menu) section you can change your password, change your playback options, change your name, set up and change your personal operator, and choose which language your Cox Voice Mail system will use.

- To change your password, press 1 Modify login password, and follow the prompts.

- To change your playback options, press 2 Modify personal preference, and then press 2 Select playback preference. Your choices are Normal or Automatic. In the Automatic mode, your messages automatically play as soon as you logon to your Voice Mail account.

- To enable/disable Date and Time Stamp on each message, press 2 Modify personal preferences, and then 3 to enable/disable the playing of Date and Time Stamp.

- To change your name, press 3 Modify name options, and follow the prompts.

- To set up or change your personal operator, press 4 Modify personal operator options, and press 2 to input the telephone number of the person to whom you wish the calling party to be forwarded. To work correctly, this forwarding number should be to a person who is always available to personally answer the phone.

Language Options

You have the option of having all of your Cox Voice Mail prompts and responses in English or Spanish. The default is English. To change languages, press 4 Modify personal preferences, then press 5 Modify language options, and then select Spanish when prompted.

Mailbox Forwarding Options

The Mailbox Forwarding Option allows you to forward callers' voice messages to another telephone number. This can be done silently, where the caller is not told that their voice message is being forwarded, or it can be announced to the caller that his voice message is being forwarded. To select the Mailbox Forwarding Option, press 5 from the Personal Options menu. To enable this option, press 2 Modify number, and then input the telephone number to which callers' voice messages will be forwarded. Next press 3 to enable the forwarding option. Press 4 to choose whether to alert your callers that their voice messages are being forwarded. Press 1 for Immediate, which would alert callers, or 2 Silent, which would not alert callers.

Password Bypass

This option allows you to bypass having to input your password when you call your Voice Mail from your designated Voice Mail office phone. To enable this option, press 8 from the Personal Options menu, and follow the prompts. To disable this option, repeat the process, selecting disable when prompted.

Business Extension Voice Mailboxes

With Cox Extension Voice Mail, you receive nine extension mailboxes to enhance your business communications. Extension voice mailboxes allow you to quickly check and respond to your messages and help your callers to easily reach the mailbox of the person with whom they wish to speak. With Extension/Voice Mail, your company's main mailbox greets callers with a professional announcement and presents a list of options. To reach a particular person's mailbox, the caller simply inputs the extension number to speak to the person or leave a voice mail. If the caller does not enter an extension, the caller will be prompted to leave a message in the main mailbox.

When you are notified by your local Cox Business office that your Business Extension Mailbox has been set up, you will need to record greetings and passwords for your main and extension mailboxes.

Setting Up Your Main Voice Mailbox

- Call your Cox Voice Mail Access Number (see voice mail access numbers on page 6) from the Cox Digital Telephone line to which the mailbox is assigned. If you have Caller ID block on your line, you will need to press * 8 2 prior to dialing the number to disable this feature for the initial setup call.

1. You will be prompted to enter your password. Your temporary password is "269266", or "COXCOM".

2. Follow the instruction prompts to change the password and record your name and greeting.

3. Your greeting should include the caller's options. For example: "Leave your message at the tone or press 1 for Bob in sales, press 2 for Betty in accounting..."

4. After setup is complete, press # and hang up. Please note that the system will not prompt you for your password the first time you enter this mailbox, but you will be prompted for it on subsequent entries.

Setting Up Your Sub Voice Mailboxes

- Call your Cox Voice Mail Access Number (see voice mail access numbers on page 6) from the Cox Digital Telephone line to which the mailbox is assigned.
- At the prompt, enter your 10-digit mailbox number, and your greeting will play.
- While your greeting is playing, press the number of the sub-mailbox you are attempting to access (1,2,3), then press [*]. (The "0" box is the Main Voice Mailbox.)

NOTE: If you wait until the end of your greeting it is too late and you will be prompted to leave a message in your main mailbox.

- To record the name on the mailbox (you have 8 seconds) and to change the password press [4] Personal Options, and then press [4] Modify Personal Preferences.
- To back up while in the mailbox, press [*].
- Press [#] when setup is complete. Please note that sub-mailboxes do not include a greeting and do not have tutorials. The only setup required is recording the name and changing the password on the mailbox.

Accessing Your Individual Extensions:

1. Call into the Voice Mail Access Number for your area listed on page 6. Then enter your 10-digit Cox Telephone Number.
2. Enter the password for the extension you wish to check followed by the [#] sign.

Group (Multiple Number) Mailbox

Our Cox Group Mailbox option allows up to eight phone numbers to access one central mailbox. Each number will hear a single greeting, prompting the caller to leave a voice message in the central mailbox. To set up a Group Mailbox for your company, please contact your Cox account representative, or call your Cox Business office at the telephone number listed, starting on page 6.

When you are notified by your local Cox Business office that your Group Mailbox has been set up, you will need to record your greeting and password for your main mailbox.

Setting up your Main Voice Mailbox

- Call your Cox Voice Mail Access Number (see voice mail access numbers on page 6) from the Cox Digital Telephone line to which the mailbox is assigned. If you have Caller ID block on your line, you will need to press * 8 2 prior to dialing the number to disable this feature for the initial setup call.

    - You will be prompted to enter your password. Your temporary password is "269266", or "COXCOM".

    - Follow the instruction prompts to change the password and record your name and greeting.

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Service and features not available in all areas. Some features may incur local usage charges in certain markets. Long distance rates will vary. Telephone modem equipment required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Telephone services are provided by an affiliated entity. ©2008 Cox Communications, Inc. All rights reserved.

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